

CITY OF BRYAN
JOB DESCRIPTION – 5015

Working Title: INTAKE SPECIALIST

Career Ladder: BUSINESS OPERATIONS **Level:** 140

Division: POLICE SERVICES **Department:** POLICE

SUMMARY AND PRIMARY FUNCTION

Performs a variety of administrative/paraprofessional responsibilities, frequently confidential or complex in nature, in the operation of the intake area and in support of the department.

DUTIES

Provide information to the public regarding police-related matters either by multi-line phone or in person; greet public and visitors and direct to appropriate destination; complete offense, supplementary and incident reports; determine Class C offense or city ordinance related problems and issue application for complaint; monitor and maintain municipal, county and felony warrants; confirm and give information on warrants both locally and to outside agencies; input and retrieve information in and from TLETS/NLETS terminal, the in-house Records system, Computer-Aided Dispatch, and the utilities database; assist with all TCIC/NCIC operations regarding entry and inquiries; provide daily media report; monitor teletype, fax machine, surveillance cameras and radio transmissions; maintain special assignment logs, towed-vehicle logs and arrest logs.

QUALIFICATIONS AND SKILLS

High school diploma plus additional training or education in area of specialization equivalent to an Associate's degree preferred.

4-6 years directly related experience performing responsibilities in area of specialization.

Advanced skills using standard office equipment and machinery.

Advanced proficiency in personal computer operations and in the use of word processing, spreadsheet and/or graphic applications.

Ability to communicate effectively with all levels of employees, including vendors, clients, contractors, city government officials, and the general public.

Advanced communications skills for public contact; ability to interact with a diverse population.

OTHER SKILLS AND ABILITIES

Ability to learn and apply the penal laws along with the code of criminal procedure and family code, TLETS/NLETS and report writing.

Ability to act according to detailed written and non-written procedures and to interpret and apply established rules, regulations and policies.

Ability to effectively handle stressful situations and multiple tasks.

Ability to maintain the confidentiality of sensitive information.

Ability to work independently and make sound judgement decisions in routine situations.

SPECIAL REQUIREMENTS AND LICENSES

Texas Class C driver's license with a good driving record as measured by the City's evaluation system.

TCIC/NCIC computer certificate preferred.

EQUIPMENT

Computer, telephone, fax, copier, shredder, teletype, two-way radio and automobile. Work shall be performed with tools, appliances and equipment approved by those agencies and bodies that have control, authority or approval of the design working ranges or limitations of those items; the employee has the responsibility to conform to those ranges and limitations.